

Product Services: 2432.00.09  
 (See rate table below)

## MICROWAVE SERVICES

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**Effective Date:** July 01, 2008  
**Revision Date:** August 6, 2008  
**Version:** 001  
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The Department of Technology Services (DTS) provides microwave circuits for the transport of data, voice, two-way radio, and video traffic to State agencies and other organizations.

### Product Features and Descriptions

Feature	Description
Network Planning	Network consulting and design services.
Installation	Install appropriate service.
Maintenance	DTS technicians maintain the microwave backbone infrastructure.

### Rates and Billing

Item #	Feature	Description	Base Rate
2432.01.09	Microwave Maintenance Labor	Labor	\$90 per hour
2432.03.09	Microwave Circuits	T1 Circuit	\$11.37 per mile
2432.04.09		Tail Circuit	Cost Plus 10%
2432.05.09		T1 Installation	\$1263.88 per tail circuit
2432.06.09	Two Wire Analog	Card	\$31.60 per card
2432.07.09		Per Mile	\$0.76 per mile
2432.08.09		Segment Bridge	\$12.64 per segment bridge
2432.09.09	Four Wire Analog	Card	\$63.19 per card
2432.10.09		Per Mile	\$0.76 per mile
2432.11.09		Segment Bridge	\$12.64 per segment bridge
2432.12.09	6K Data Circuit	Card	\$63.19 per card
		Per Mile	\$1.00 per mile
2432.13.09	56K Data Circuit	Card	\$63.19 per card
		Per Mile	\$0.76 per mile

2432.14.09 2432.15.09	112K Data Circuit	Card Per Mile	\$63.19 per card \$0.76 per mile
2432.16.09	Microwave Installation	Installation	\$631.94 per install

### Ordering and Provisioning

To order Microwave Services customers may contact the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440, or the assigned DTS WAN Planner or [Customer Relationship Manager](#).

### DTS Responsibilities

Manage and maintain the State network in support of agency interests.

### Agency Responsibilities

Contact the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440, to request a DTS Planner contact you or you may contact your agency assigned DTS [Customer Relationship Manager](#).

### GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](https://dts.utah.gov). Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

#### Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

**Customer Satisfaction Surveys and Reporting**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

**Customer Satisfaction Targets**

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied